

E-01345A-05-0816

ORIGINAL



0000052963

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

47

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51877

Date: 5/10/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Georgette M

Levesque

Account Name:

Georgette M Levesque

Home: (000) 000-0000

Street:

[REDACTED]

Work: (000) 000-0000

City:

[REDACTED]

CBR:

State:

AZ

Zip:

[REDACTED]

is:

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

5/10/09 ***** Docketed under E-01345A-05-0816 *****

Received correspondence from Ms. Levesque.

May 3, 2006

Mrs. Georgette M. Levesque

RECEIVED

2006 MAY 12 P 4:03

AZ CORP COMMISSION
DOCUMENT CONTROL

For the Arizona Corporation Commission-

I can't believe you granted that much of a hike to APS. Do you know that those who stay in Arizona for the summer pay over \$300 for electricity? How much is the bill going to be now? For a widow of 82 years old who has heart failure and needs a bit of air to breathe? Why do the CEO's get as much of a salary? They are evidently not so good at their job since the company is not that efficient.

I hope APS do not have a hat for sports, you can view as well from a seat. But APS had a big enough tint at that FBR. One must make an impression. Yes, there's waste, there's wastes neglect. Now, APS the sponsors are the customers of APS. I just joined the equalizer program to be able to save for my house tax every month.

How can I keep on with my prescriptions? NO, I haven't spent on vacations. I haven't had a one since 1990; not on clothes either; I only weigh 84 lbs, hard to find.

Thanks for the little hike.

Georgette Levesque

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

5/10/06 I wrote the following letter to Ms. Levesque.

May 10, 2006

RE: ARIZONA PUBLIC SERVICE

Dear Ms. Levesque:

Your letter regarding the Arizona Public Service ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me directly at [REDACTED]

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 5/10/2006

Opinion No. 2006 - 51877

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51965

Date: 5/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Willard

Russ

Account Name: Willard Russ

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Consumer is opposed to the rate increase. He is on a fixed income and can't afford any higher utility bills.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I informed consumer that his opinion was noted and would be filed in docket no. E-01345A-05-0816

End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51965

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2006 - 51952**Date:** 5/12/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Kathleen

Dieckman

Account Name: Kathleen Dieckman**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** [REDACTED]**CBR:** [REDACTED]**State:** AZ Zip: 85361**is:** E-Mail**Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** For assignment**Contact Phone:** (602) 000-0000**Nature of Complaint:**

*****E-01345A-05-0816*****

Customer wrote the following to the Commission -

We cannot afford a utility rate increase-especially a 19.73 percent rate increase. APS, as a company, should have their future needs already figured into their budget. We are already paying them. We should not have to pay extra for them to do their job.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

5/12 - Sent following e-mail response to customer -

Thank you for your recent correspondence to the AZ Corporation Commission regarding this matter. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be entered into the Docket for this case and will be available for all five Commissioners to review before making a decision.

The Commissioners appreciate you taking the time to let them know your thoughts in this matter.

Deb Reagan
Utilities Division
AZ Corporation
End of Comments

Date Completed: 5/12/2006

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2006 - 51952

E-01345A-05-0816

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 51951

Date: 5/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Stephanie

Colbert

Account Name:

Stephanie and David Colbert

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Glendale

CBR: [REDACTED]

State:

AZ

Zip: 85308

is: E-Mail

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

*****E-01345A-05-0816*****

Customer wrote the following to the Commission -

I am writing in response to the Public Notice of hearing Decision NO. 6744 Docket Number E-01345A-05-0816, that I received via the mail. I am very concerned over the proposed rate increase. I understand that rising fuel costs have affected APS, but they have also affect our family. Our budget is already stretched by the rising cost of fuel, to increase our utilities will cause us and many others that I know undue hardships. We currently do all we can to reduce our utility bill, turning off lights, only using major appliances on off peak hours, converting to energy star appliances, and still our bill has been steadily growing. To have a twenty percent increase will make it very difficult for us to cool and heat our modest sized home. I thank you for your consideration of my comments.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/12 - Following e-mail response sent to customer -

Thank you for your recent correspondence to the AZ Corporation Commission regarding this matter. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your comments will be entered into the Docket for this case and will be available for all five Commissioners to review before making a decision.

The Commissioners appreciate you taking the time to let them know your thoughts in this matter.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Deb Reagan
Utilities Division
AZ Corporation
End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51951

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51959

Date: 5/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Chris

Toman

Account Name:

Chris Toman

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

[REDACTED]

CBR:

[REDACTED]

State:

AZ

Zip: 00000

is: Other

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Consumer is opposed to the rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in docket E-01345A-05-0816. closed

End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51959

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51969

Date: 5/12/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Samuel

Reader

Account Name: Samuel Reader

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Cave Creek

CBR:

State: AZ Zip: 85331

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

Mr. Samuel Reader and three members of his family (Katrina, Desiree, and Brandon) all wrote correspondence to the Commission stating that they were strongly against this docket and asked the Commission not to amend Decision #67744, and not to increase rates. Customers noted on their e-mail that they use to have SRP as their electric provider.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

05/12/06-Sent the customers the following e-mail:

Dear Reader Family:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I want to thank you for your correspondence, in which you asked the Commission not to amend Decision No. 67744, and not to increase rates. I have registered your opinion (only one per household) and your comments are now part of the official record at the Commission. A copy was also placed in the docket. E-01345A-05-0816.

Please call me [REDACTED], if I can be of any further assistance. CLOSED

End of Comments

Date Completed: 5/12/2006

Opinion No. 2006 - 51969